

# Michigan Department of Health and Human Services WIC Management Evaluation

## Recordkeeping and Accountability

Agency: \_\_\_\_\_ Clinic ID: \_\_\_\_\_

Reviewer: \_\_\_\_\_ Date: \_\_\_\_\_

MPR		Benefits Issuance/Replacement/Proration/EBT Card Replacement	Yes or N/A	If no, Action Plan needed
O,I	8.1a	Are no more than 3 complete months of benefits available at a time? (MI-WIC Policy 8.01 Benefit Issuance)		
D	8.1c	Under what circumstances are benefits issued without an appointment? (MI-WIC Policy 5.01 Nutrition Education Overview and Elements of Client-Centered Nutrition Education) <input type="checkbox"/> WICHealth.org module/self-directed education completed <input type="checkbox"/> Client refused nutrition education <input type="checkbox"/> Walk-in/education mall <input type="checkbox"/> Other _____		
I		Who has the "LA – Benefit Re-issuance" role? (MI-WIC Policy 8.04 Benefit Reissuance) List the designated staff/ titles:    Who monitors/runs Benefit Re-issuance or Over-Issuance Report?		
I		Does agency replace lost or stolen Michigan WIC Bridge cards in the clinic when the MIWIC record is "stop access "or within 5 days of expiration of benefits? (MI-WIC Policy 8.01 Benefit Issuance) <b>Always replace in clinic Only replace if inactive/5 days of expire</b> Do not replace cards in clinic		If not, suggest they do
I		Does the local agency have a process/procedure for clients who repeatedly report a lost or stolen EBT card? (MI-WIC Policy 8.04 Benefit Reissuance, Guidance)		If not, suggest they do
I O	8.1a	Under what circumstances does the local agency disable benefit proration? (MI-WIC Policy 8.02 Benefit Proration) • Benefit replacement (custody change, disaster) Y N • Scheduling errors Y N • MI-WIC System interruption Y N • Unexpected clinic closure/staff unavailable Y N		
O I	8.1d	Under what circumstances does agency replace food/formula benefits? MI-WIC Policy 8.04 Replacement of Food Benefits) • Change in formula or food package Y N • Custody change Y N • Disaster: Fire, tornado, flood, other: _____ Y N • Stolen with police report Y N		
<b>Record Retention (MI-WIC Policy 1.06)</b>				
I	9.1a, b	How long are records (client files and required logs or reports) retained prior to destruction?  Are files retained for at least 3 years and 150 days after the fiscal year they were last active and longer if an active audit is being conducted?		
O	2.3a	Are WIC records stored securely prior to destruction?		
I	2.3a	Are records destroyed in a way that makes them no longer reproducible?		
Comments:				

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MPR		EBT Card-Security and Inventory (MI-WIC Policy 8.08)	Yes or N/A	If no, Action Plan needed
O	9.2c	Are EBT cards stored in a safe or locked storage area with limited access? If no, describe storage arrangements:		
O	9.2a	Verify that all EBT cards are logged into EBT Card Inventory upon receipt?		
O	9.2a	Verify that all EBT cards are inventoried on at least a monthly basis by non-issuance personnel?		
		Comments:		
<b>EBT DAILY USE Cards-Inventory &amp; Issuance (MI-WIC Policy 8.08, 8.09)</b>				
D	9.2b	Review 6 pages of Michigan WIC Bridge Card Issuance logs from various staff and for different time periods. Are logs completed, as required? (MI-WIC Policy 8.09 Michigan WIC Bridge Card Issuance)		
O	9.2b	Are Bridge Card signature forms completed & retained for new clients? (review signature forms that match with sampled issuance logs) (MI-WIC Policy 8.09 Michigan WIC Bridge Card Issuance)		
D	9.2b	Select 10 random new card issuances (from different issuers and dates), review signature forms and authorized person signatures as recorded in MI-WIC to verify card issuance to the authorized person. (MI-WIC Policy 8.09 Michigan WIC Bridge Card Issuance)		
O	9.2c	Are daily use EBT cards and logs stored securely with limited staff access? (MI-WIC Policy 8.08, MI WIC Bridge Card Security)		
O	9.2c	Are the WIC Bridge cards/logs assigned to individual/staff stored in secure area that is not accessible to clients or unauthorized staff? (MI-WIC Policy 8.08, MI WIC Bridge Card Security)		
O	9.2c	Are supplies of WIC Bridge cards assigned to individual/staff limited to the number of cards that can be issued in one WIC issuance session to prevent loss or theft? (MI-WIC Policy 8.08, MI WIC Bridge Card Security)		
O	9.2c	Are WIC Bridge cards that were assigned to WIC staff for distribution and not assigned to clients returned to secure storage with limited access at the end of the WIC work period? (MI-WIC Policy 8.08 Michigan WIC Bridge Card Security)		
O	9.2b	Verify that the current Card Issuance Log reflects the cards issued to clients and unassigned cards and remains with the unassigned cards. (MI-WIC Policy 8.09 Michigan WIC Bridge Card Issuance)		

Comments:

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

Consultant: \_\_\_\_\_ Date: \_\_\_\_\_